

## Change Keypad Addresses

1. On the **Keypad Test Screen**, click **Program IR Keypads**.
2. Enter the new keypad address.
3. Click any key on the keypad that will use the new address, and then click **Program Keypad**.
4. Review the text in the notes to confirm that the keypad address was successfully re-assigned.
5. Click **Close** once all keypads have been reassigned.

## Troubleshooting

### Driver Not Found on COM Port

**Cause:** Port is in use by another application.

### Insert a Non-responding Keypad Object

Use the non-responders object to display the addresses of keypads that have not entered a response and confirm that participant responses have been received. We recommend using this feature with meetings of 50 keypads or less.

1. Open your OptionPower presentation
2. Select a polling slide
3. On the OptionPower toolbar, click the **OptionPower Objects** menu, point to **Polling Objects**, and click **Non-responding Keypads**
4. Right-click the placeholder for the object and click **Non-responding Keypads Properties**. Adjust the number if necessary.

**Solution:** Remove or disable any interfering applications. The most common conflicting applications are PDA related.

**Cause:** The base station does not have power.

**Solution:** Make sure connections between the power supply and the base station are tight. The red power light on the front of the base station will illuminate when the base station is receiving power.

**Cause:** The base station is assigned to the wrong COM port.

**Solution:** Use the Keypad Wizard to detect ports in use:

1. Start the **Keypad Setup Wizard**.
2. Click **Next**.
3. Click "I need to change my keypad settings. I would like OptionPower to detect my ports."
4. OptionPower should detect your base station.
5. Clear keypad address numbers from all unused ports.
6. Click **Finish** to save changes.

**Cause:** Keypad addresses are assigned to ports not in use.

**Solution:** Delete the addresses from unused ports:

1. Start the **Keypad Setup Wizard**.
2. Click **Next**.
3. Click "I need to change my keypad settings. I would like to select my ports manually."
4. Clear keypad addresses from ports not in use.
5. Click **Finish** to save changes.

### Response Counter Not Visible During Polling and No Responses are Accepted

**Cause:** You have a named roster active and the ports in your keypad system definition do not match the ports defined in the roster.

**Solution:** Open the active participant roster and modify the port settings to match those in your keypad system definition.

### No Response Received from Keypad

**Cause:** The batteries are dead.

**Solution:** Replace the two alkaline AAA batteries in the keypad.

**Cause:** Keypad address is not part of the defined keypad universe.

**Solution:** Reassign the keypad addresses. See *Changing IR Keypad Addresses*.

**Cause:** The keypad is too far away from the base station.

**Solution:** Move the keypad to within 50 feet of the base station.

**Cause:** There is too much light in the meeting room.

**Solution:** Reduce the amount of light in the room or place a shield (e.g. a piece of paper, a notebook, etc.) above the base station lens.

**Cause:** The participant pressed an invalid key on the keypad.

**Solution:** Press a key for which there is a corresponding response choice on the polling slide.

### Error Message - Cannot Update participant Roster

**Cause:** You have a Named roster active and the port you are trying to use does not match the ports defined in the roster.

**Solution:** Open the active participant roster and modify the port settings to match those in your keypad system definition.



# Xpress® Hardware Guide For OptionPower®

Makes PowerPoint® Interactive



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# Using the Xpress® Keypad System with OptionPower®

## About this Guide

The purpose of this guide is to provide you with instructions for setting up and configuring your keypad system. Please refer to the on-line help (OptionPower/Help) for additional troubleshooting tips and information about the software.

## How the IR Keypad System Works

Each keypad has a unique address. The software uses the address to identify a signal from a specific keypad. OptionPower® software will accept only one response from each keypad address. If you have two keypads with the same address, only one response is recorded.

Participants press the number on the keypad that corresponds with their response choice. The keypad address and the participant's response are transmitted to the base station and then to the software.

The keypad will transmit a response for up to 6 seconds or until the response is received by the software.

The red light on the keypad will go out when the response from the keypad is received or after 6 seconds.

To change a response, press a different number on the keypad while voting is still open.

The software will not accept invalid responses from the keypad (e.g. there are two response choices and a participant presses the "C" (3) key).

Xpress® keypads support questions with a maximum of 7 response choices. Use the Buzz In key for a response of 7 (or G).

The range of the keypad is approx. 50 ft.

A serial or USB port is required.

The system will support a maximum of 300 keypads.

You may use multiple base stations for better coverage/reception.

The keypads require two alkaline AAA batteries.

## Set Up the Keypad System

### System Components

- Response keypads
- Base station with mounting bracket
- 1 RJ45 cable
- 1 RJ45–RS232 connector
- 9V DC power adapter

### Connecting the Base Station

1. Connect one end of the RJ45 cable to the base station. Connect the other end to the RS232 connector and then connect the 232 cable to the serial port on your computer.
2. Connect the power cord to the base station and plug the cord into an outlet.

Note: If you plan to use the base station outside of North America, you will need a 100 to 220 power converter.

## Placing the Base Station

- Place base station within 50 feet of keypads.
- Position base station 6 to 10 feet off the ground.
- Maintain direct line of site between the base station and the keypads. The base station has a receiving angle of 250°.
- Minimize the amount of light in the room. Bright light, especially sunlight, interferes with the keypad and base station signals. If there is an excessive amount of light, place a shield (e.g. a piece of paper, a notebook, etc.) above the base station lens to reduce interference.

## Using Multiple Base Stations

Use multiple base stations to get better reception or coverage of a room. The system will support a maximum of 300 keypads regardless of the number of base stations used.

### Use two base stations

1. Connect one end of the RJ45 cable to a base station, connect the other end to the RJ45–RS232 connector. Connect the 232 cable to the serial port on your computer.
2. Connect the power cord to the base station and plug the cord into an outlet.
3. Plug one end of an RJ11 cable into the extension port on the first base station and the other end into the extension port on the second base station.

### Using the base station hub (2-12 base stations)

You will need additional hardware for this setup:

- One RS232 cable
- 12V DC power adapter

- 1 RJ45–RS232 hub
  - You will not need a separate power supply for each base station
  - You will not need a separate RJ45–RS232 adapter for each base station
1. Connect each base station to the hub with RJ45 cables.
  2. Use the RS232 cable to connect the hub to your computer.

## Define and Test the Keypads

1. On the **OptionPower®** menu click **Keypad Setup Wizard**.
2. Click **Next**.
3. Click "I need to change my keypad settings. I would like OptionPower to detect my ports," and then click **Next**. The wizard will search for the connected base station. If no base station is found, click **Diagnose** and then click the **Help** button for further instructions.
4. Once your base station has been found, enter the lowest and highest numbered addresses of the keypads you will be using with the base station.
5. Click **Next**.
6. Click **Next** again.
7. The table displays addresses for all of the keypads in your keypad universe.
8. Press a number/letter key on a keypad.
9. The number you pressed should appear to the right of the keypad address.
10. Test all keypads.
11. Click **Close** and then click **Finish**.

Note: When using multiple base stations, you should test each base station separately.